



Career Service Authority
Motor Vehicle Supervisor

Page 1 of 5

GENERAL STATEMENT OF CLASS DUTIES

Performs supervisory duties over employees who process the registration and licensing of all types of motorized vehicles, assist the public by providing a variety of information, and ensures compliance with federal, state, and local statutes, rules, and regulations.

DISTINGUISHING CHARACTERISTICS

This class performs supervisory duties over employees who process the registration and licensing of all types of motorized vehicles. This class is distinguished from a Motor Vehicle Technician II that performs full performance level work inspecting, assessing, and auditing applications and legal documents submitted for vehicle registration and licensing of all types of motorized vehicles, assists the public by providing a variety of information including title application, customer identification requirements, emission testing, and insurance requirements, ensures compliance with federal, state, and local statutes, rules, and regulations, and collects all applicable fees and taxes. The Motor Vehicle Supervisor class is also distinguished from the Branch Manager class that directs and supervises the operations of a branch office for an agency or department.

Guidelines, Difficulty and Decision Making Level:

Guidelines are in the form of stated objectives for the section, unit, function, or project.

Work assignment is generally unstructured and employee is responsible for assigning and supervising a variety of functions to achieve the objectives of the section, unit, or project. Duties performed involve weighing and evaluating factors requiring judgment, analytical ability, and problem solving.

Employee is responsible for simultaneous coordination and supervision of several functions, programs, or projects in various stages of completion.

Level of Supervision Received and Quality Review:

Under administrative supervision, the employee has personal accountability for carrying out an assigned function, program, or project within the scope of established guidelines and objectives and is expected to resolve problems that arise in the normal course of the work. Completed work is generally reviewed for soundness of judgment, conclusion, adequacy, and conformance to policy.

Interpersonal Communications and Purpose:

Contacts of a non-prescribed nature involving the negotiation and resolution of non-routine problems encountered where exceptional degrees of discretion, judgment, and specialized knowledge are required in carrying out the programs and policies of an organization.

Level of Supervision Exercised:

Supervises two or more Motor Vehicle Technicians.

ESSENTIAL DUTIES

Provides day to day supervision and works with staff to ensure a high-performance, customer service oriented work environment that supports a department's mission and goals and recommends process improvements and changes in practices and procedures to increase operating efficiency and expedite work flow.

Plans, assigns, and evaluates the work of motor vehicle staff members, provides technical expertise to staff, and establishes unit and staff work goals and objectives.

Trains new staff members on applicable statutes, rules, regulations, and requirements for motor vehicle licensing and titling, orients staff with appropriate policies and procedures, and ensures that work conforms to standards and state statutes.

Ensures that staff prepares comprehensive records, reports, and documentation that complies with statutes and requirements including license plate stock, temporary permits, and titles. .

Conducts on-site investigations that may lead to criminal charges regarding fraudulent documents.

Ensures building and public safety by opening and closing an office daily by locking/unlocking door and setting/resetting alarms.

Acts as the custodian of city funds and balances, accounts for, and ensures cash management controls.

Develops or modifies work plans, methods, and procedures and determines work priorities.

Assigns and distributes work, reviews work for accuracy and completeness, and returns assignments with recommendations for proper completion.

Resolves problems encountered during daily operations and determines standards for problem resolution including escalations from clients.

Develops the performance enhancement plan, documents performance, provides performance feedback, and formally evaluates the work of employees.

Responds to formal and informal employee grievances and prepares written response.

Documents causes for disciplinary action and initiates letters of reprimand and formal recommendations for disciplinary action.

Provides work instruction and assists employees with difficult and/or unusual assignments.

Performs other related duties as assigned.

Any one position may not include all of the duties listed. However, the allocation of positions will be determined by the amount of time spent in performing the essential duties listed above.

MINIMUM QUALIFICATIONS

Competencies, Knowledges & Skills:

Integrity/Honesty – Displays high standards of ethical conduct, understands the impact of violating these standards on an organization, self, and others, chooses an ethical course of action, and is trustworthy.

Conscientiousness – Displays a high level of effort and commitment towards performing work and demonstrates responsible behavior.

Interpersonal Skills – Shows understanding, friendliness, courtesy, tact, empathy, cooperation, concern, and politeness to others and relates well to different people from varied backgrounds and different situations.

Reading – Learns from written material by determining the main idea or essential message and recognizes correct English grammar, punctuation, and spelling.

Listening – Receives, attends to, interprets, and responds to verbal messages and other cues such as body language in ways that are appropriate to listeners and situations.

Writing – Uses correct English grammar, punctuation, and spelling to communicate thoughts, ideas, information, and messages in writing.

Flexibility – Adapts quickly to changes.

Attention of Detail – Is thorough when performing work and conscientious about attending to detail.

Contracting/Procurement – Knowledge of various types of contracts, techniques for contracting or procurement, and contract administration.

Technology Application – Uses machines, tools, instruments, and/or equipment effectively and uses computer applications to analyze and communicate information in the appropriate format.

Speaking – Uses correct English grammar to organize and communicate ideas in words that are appropriate to listeners and situations and uses appropriate body language.

Memory – Recalls information that has been presented previously.

Reasoning – Discovers or selects rules, principles, or relationships between facts and other information.

Self-Management – Sets well-defined and realistic personal goals, monitors progress and is motivated to achieve, manages own time, and deals with stress effectively.

Teamwork – Encourages and facilitates cooperation, pride, trust, and group identity, fosters commitment and team spirit, and works with others to achieve goals.

Diversity – Is sensitive to cultural diversity, race, gender, and other individual differences in the workforce.

Decision Making – Specific goals and obstacles to achieving those goals, generates alternatives, considers risk, and evaluates and chooses the best alternative in order to make a determination, draw conclusions, or solve a problem.

Customer Service – Works with customers to assess needs, provide assistance, resolve problems, and satisfy expectations, knows products and services, and is committed to providing quality products and services.

Information Management – Identifies a need for and knows where or how to gather information and organizes and maintains information or information management systems.

Organizational Awareness – Knows the organization's mission and function and how its social, political, and technological systems work and operates effectively with them including the program, policies, procedures, rules and regulation of the organization.

Problem Solving – Identifies problems, determines accuracy and relevance of information, and uses sound judgment to generate and evaluate alternatives and to make recommendations.

Planning and Evaluating – Organizes work, sets priorities, determines resource requirements, determines short or long-term goals and strategies to achieve them, coordinates with other organizations or parts of an organization, monitors progress, and evaluates outcomes.

Knowledge of supervisory theories and methods sufficient to be able to perform a variety of supervisory functions.

Knowledge of Colorado State Statutes related to registering, licensing, and titling of all types of motor vehicles, Colorado Registration Information System, newly enacted legislative bills regarding motor vehicles, tax regulations, and other federal, state, and local policies, laws, and requirements.

Knowledge of the principles of confidentiality related to the work assignment.

Physical Demands:

Sitting: remaining in the normal seated position.

Reaching: extending the hand(s) and arm(s) in any direction.

Handling: seizing, holding, grasping, or otherwise working with hand(s).

Pushing: exerting force upon an object so that the object is away.

Lifting: Raising or lowering an object up to 50 pounds.

Pulling: Exerting force upon an object so that the object is away.

Stooping: Bending the body by bending spine at the waist.

Crouching: bending body downward and forward by bending legs.

Fingering: picking, pinching, or otherwise working with fingers.

Talking: expressing or exchanging ideas by means of spoken words.

Hearing: perceiving the nature of sounds by the ear.

Repetitive motions: making frequent movements with a part of the body.

Eye/hand/foot coordination: performing work through using two or more.

Near Acuity: ability to see clearly at 20 inches or less.

Far Acuity: ability to see clearly at 20 feet or more.

Depth Perception: ability to judge distances and space relationships.

Field of Vision: ability to see peripherally.

Accommodation: ability to adjust vision to bring objects into focus.

Working Environment:

Subject to many interruptions.

Subject to location re-assignment.

Pressure due to high public volume and demands.

Education Requirement:

Associates Degree.

Experience Requirement:

Two years of experience at the type and level of Motor Vehicle Technician II.

Education/Experience Equivalency:

Additional appropriate experience may substitute for the minimum education requirement.

Licensure and/or Certification:

By position, requires possession of a valid driver's license at the time of application.

CLASS DETAIL

FLSA CODE: Exempt

ESTABLISHED DATE: 01/18/2009

REVISED DATE:

ESTABLISHED BY: Patricia Anderson

CLASS HISTORY This is a new class.

This is a new class. In a 2000 study of all clerical classes, this class previously known as Motor Vehicle Assistant Branch Manager was consolidated into the Supervisor of Administrative Support I class. The class is now recreated with a different title to assist in recruitment and retention issues.